TALE LITE

Lane attack strategy continues with innovative program

Motor Vehicles implements "Second Chance" emissions testing

In mid-June, the exciting new emissions testing program became available at all inspection stations. Emissions exciting? Our customers think so. If their vehicles fail the inspection initial emissions test, a second test is given that same day and customers have been saying "Great! I don't have to come back to have my car re-tested!"

It's all due to a new preconditioning program that can reduce return trips to the inspection station for failed emissions checks by 30-40 percent. Here's how the new program works:

Some cars are tested while operating under conditions that cause them to emit unusually high levels of carbon monoxide and/or hydrocarbons. These vehicles may fail the emissions test. That's when MVS uses preconditioning.

Tom Wright, coordinator in the Technical Support area of the Customer Services unit offers this explanation: "As a vehicle waits in an inspection line with the engine idling, the catalytic converter and oxygen sensor start to cool down. Ideally, the temperature of these components should be at least 300 degrees centigrade for testing. After waiting in line fifteen minutes or less, the temperature of the catalytic converter and/or the oxygen sensor may drop to a level of 195 degrees centigrade. That is not efficient. If this happens, emissions will rise beyond permissible levels."

Extensive testing showed that the oxygen sensors and catalytic converters can quickly reheat after preconditioning. The Technical Support team that led the pilot testing program included Mark Marino, Tom Bednarz, Cathi Jaworski and Bill Henn (now retired).

There are three basic steps to the conditioning procedure. First, the vehicle is put in neutral. Second, the driver holds down the gas pedal to 2500 revolutions per minute (an equivalent of 55 miles per hour) for one minute. Third, the Safety Specialist conducts the emissions test. If the vehicle passes the second test, the driver saves a return trip.

The pilot programs showed the emissions reexam rate of 10 percent dropped to 5.6 percent.

"This is another 'win-win' for the motorist," Director Skip Lee said. "We're reducing our lines, saving our customers return trips and potentially saving motorists money on repairs that were never needed in the first place."

NOVEMBER 1992
Volume 19, No. 2

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Motor Vehicle Services

Snip, Snip, Snip -- Cutting the ribbon to open the remodeled Freehold Agency are (from left) Assemblyman Tom Smith, Senator Joseph Palaia, Director Skip Lee, Freehold Mayor Dorothy Avallone, and Joseph Bukiet, owner of the Poet's Square Shopping Center. *See related story on page 3.*

MVS participates in campaign to reduce insurance fraud

Crackdown on unlicensed auto body repair shops

Working closely with the Division of Insurance Fraud Prevention in the Department of Insurance, Motor Vehicle Services is participating in a crackdown on unlicensed auto body repair shops in the state.

The initiative, spearheaded by the Governor's Auto Body Repair Task Force, is part of an overall campaign to reduce all types of automobile insurance fraud. Representatives from the Garden State Automotive Federation, AAA Clubs of New Jersey, State Police and Department of Environmental Protection and Energy (DEPE) are also members of the Task Force.

Don Henry, Assistant Director of Driver Control and Regulatory Affairs said this is the first time since the enactment of the Automobile Insurance Reform Act of 1982 that a compatible sweep of unlicensed auto body repair shops has been conducted. MVS has statutory authority for regulating auto body shops under a 1985 amendment to the law.

"The joint effort of the Task Force and MVS will force the unlicensed auto body shops to comply with New Jersey's laws, or face civil penalties and an ultimate shutdown," he emphasized.

The Insurance Fraud Prevention Division is participating because of the large number of fraudulent auto body repair claims submitted each year to New Jersey insurance carriers, according to the division's director, Lou Parisi.

The crackdown comes in the form of unannounced inspections of the shops by investigators from Parisi's agency. The purpose of the inspection is to determine if the auto body shop is in operation and, if so, whether it is licensed by MVS.

Penalities for Noncompliance

When an investigator identifies an unlicensed auto body shop, the operator or owner is given an application for a license and a show-cause order stating that the business is unlicensed and a suspension and civil penalty are forthcoming.

Shops that fail to apply for a license within 60 days of the inspection are subject to a $2000 fine and being permanently closed.

Before beginning their inspections, the investigators received instructions from MVS in the types of activities, equipment and other materials used by an auto body business to help them identify a potential site.

Henry emphasized that the overwhelming number of businessmen and women are honest and they should not have to compete against those who don't play by the rules.

"When 2,300 auto body shops in New Jersey comply with the law, it is incumbent on us to ensure that the remaining auto body businesses conform to the same requirements," he said.

Constituent Information packets delivered

Additional service to state legislators

When a New Jersey resident calls his assemblyperson or state senator to ask a question about licenses, titles or another motor vehicle function, the legislators will have that information at their fingertips, thanks to the newly delivered Constituent Information packet recently designed by the Communications Office.

The packet that the Communications Office put together is a three-part resource. Included are those Motor Vehicle Services manuals most in demand by New Jersey drivers; highlights of customer service and safety initiatives; and a question and answer section for commonly asked questions.

There are fact sheets on new issues, such as the bicycle helmet law and the uninsured motorist program. A new publication that was recently developed in the Communications Office called the **Information Guide** is included. It contains up-to-date information on where to go in Motor Vehicles for licenses, inspections, changes of address, accident reporting, and other MVS services.

Thanks to the Communications Office for another job well done!

Another win-win service for the motorists of New Jersey

Two agencies reopen, offering automated driver testing

Motorists in Monmouth and Cape May Counties are enjoying improved, efficient motor vehicle services, thanks to new, spacious agencies opened this past summer and fall by Motor Vehicle Services. Both agencies offer motorists the convenience of automated driver testing.

The Freehold Agency opened September 22 in Poet's Square Shopping Plaza on Kosloski Road in Freehold, Monmouth County. Offering 3,700 square feet of space, the facility replaced the smaller 1,825-foot agency formerly in the Park Plaza Shopping Center.

On July 22, the Rio Grande Agency on Route 47 in the Rio Grande Shopping replaced the old Sea Isle City facility , which closed simultaneously with the opening of the new agency.

Both agencies offer unlimited parking, improved waiting areas and more than double the space for customer services.

The Freehold and Rio Grande Agencies have automated testing terminals. This means that Freehold customers no longer have to drive to agencies in Eatontown, Matawan or Toms River to take written driver tests, as they did in the past. In the case of Rio Grande, customers won't have to go to the Cape May Armory to be tested only on one day of the week.

"This new and improved testing at these facilities is another win-win service for the customers of Motor Vehicle Services," Assistant Director of Customer Services, Fred Hoffman said.

"We believe motorists will respond in a positive way when they see the convenience, great locations and upgraded services each agency offers," he added.

The Rio Grande Agency is staffed by the same eight-person staff from the Sea Isle City office, headed by agent Robert Hodges, Sr. The agency's hours are Monday through Friday, 8 a.m. to 4:30 p.m., with a late night on Monday until 7:30 p.m. The agency is expected to handle between 100,000 and 110,000 motorists transactions a year.

The state-operated Freehold Agency has a 14-person staff headed by supervisor James Arose. Its hours are also 8 a.m. to 4:30 p.m., with a late night on Monday until 7:30 p.m. This agency is expected to handle 175,000 customers a year.

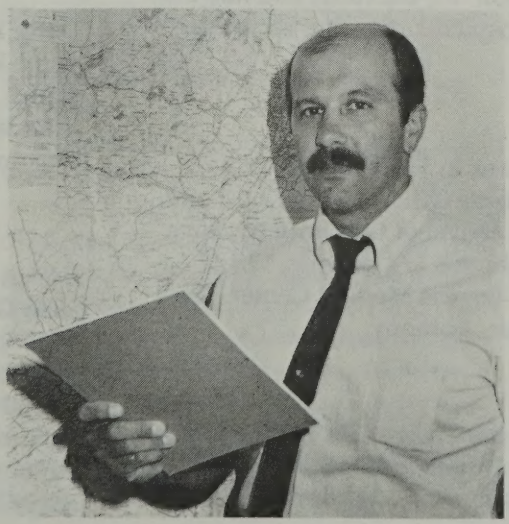
"In both locations, motorists can perform their license, registration and title transactions in comfortable, modern agencies, both conveniently located near a wide variety of stores," he concluded.

PROFILE

Tom Wright

Tom Wright, coordinator in Technical Support, has been appointed co-chairperson of the Emissions Subcommittee of the International Standing Committee on Engineering and Vehicle Inspection for the American Association of Motor Vehicle Administrators (AAMVA).

In his new position, he will be working to promote and recommend uniform test standards for motor vehicle emissions and the inspection program. "So far, we've sent out letters and survey forms to other states to determine their emission policies," he said.



He also will be seeking to attract representatives of other states to become members of the subcommittee.

The other half of Wright's subcommittee team is Helen Kruger, of the Michigan Division of Motor Vehicles.

As coordinator in Technical Support, Wright supports the field functions of the driver testing and inspection areas of MVS and works on research projects for the division's engineering office.

He joined MVS in 1978 as an examiner in the Cherry Hill Inspection Station. He also worked in the Kilmer, North Brunswick, and Delanco Stations, working through the ranks to Technical Support coordinator.

"The diversity of this job appeals to me because there's always a new challenge," he said. "My current project is looking at vehicle inspection options."

Successful TAG pilot program concludes

Looking to the future

It's been eight months since "TAG" - the Motor Vehicle Self-Service Helper, was introduced to the public at New Jersey malls and AAA Clubs--and these ATM-like machines have been met with overwhelming success.

The survey results from the five malls (Woodbridge, Quakerbridge, Monmouth, Willowbrook and Headquarters Plaza) indicated that more than 75 percent of the people trying the machine found it easy to use and said they would recommend it to their friends. The majority of people also agreed that they would use the machine to renew their registrations when it "goes live".

In addition to the malls, "TAG" was rotated through four AAA clubs. The machines spent about two weeks at each location, letting customers get a feel for the new machines, and again, share their ideas for improving service.

Florham Park AAA President Matthew J. Derham piloted the machine at his club in late May, and commended the division for "taking the lead in testing this new technology.

"We look forward to the day when it not only processes registrations, but license renewals and other transactions," Derham said in a letter published in his club's membership newsletter.

"This new technology is a good example of government working smarter to provide better service to the public," he said.

The state's AAA clubs collectively service more that 1.5 million people.

MVS TALK

Vanessa Leonard, daughter of support service representative 1 **Londell Leonard**, of Transaction Auditing, worked as a summer clerk in the Emergency Department of St. Francis Medical Center. She is a student at McCorristin High School and attends Granville Academy, a community program that prepares students for careers in business or industry.

• • •

Victoria Fisher, daughter of exam technician **R. John Fisher**, of the Toms River Driver Testing Center, graduated from Georgian Court College in Lakewood with a B.S. degree in business administration.

• • •

Blanche Cantor, assistant to the Director, says "thank you" for the cards and flowers during her hospitalization and recuperation.

• • •

Congratulations to **Toni Haney**, of the Communications Office, and her husband, Brian, on the arrival of Lisa Brittany, born June 11 weighing 8 1/4 pounds, 19 1/2 ounces in St. Francis Medical Center. She joins a brother, Anthony.

• • •

The staffs of the Cherry Hill Testing Site and Delanco Inspection Station extend their condolences to Safety Specialist 1 **Hugh Kennedy** on the death of this wife, Dorothea, on July 10.

• • •

Theresa Hallam, secretarial assistant 3 in the Telephone Center, thanks everyone for the flowers, cards, donations and expressions of sympathy on the death of her husband Ross, on June 20.

• • •

Shari Farrell, investigator 2, in the ISM Correspondence Center, is a first-time mom! Shane Montgomery was born June 14, weighing 7 pounds, 13 ounces in Helene Fuld Medical Center. Congratulations, Shari and Paul.

• • •

Alice Bessant-Christie, support service representative 2 in Data Output and her fiance , Theodore, were married on August 29 at Holy Cross Church in Trenton.

• • •

Helen Bonk, daughter of Exam Technician **Gerald Bonk**, of the Toms River Agency, graduated as valedictorian with honors from Burlington County Vocational Technical School in Medford. She is continuing her studies as a computer science major at Mercer County Community College.

Striving for cleaner, quality air in New Jersey

Mobile tests for heavy duty diesel truck emissions

Motor Vehicle Services is preparing to demonstrate newly acquired heavy duty diesel truck emission testing equipment that will further improve the quality of air in New Jersey.

The technology, arriving from Sun Electric, an Illinois based company, includes equipment that no other state has used before.

The implementation of the program will require legislation and legislatively mandated penalties. No timelines have as yet been drawn.

"MVS still has to identify the target population for the tests," Deputy Director Michael Santaniello said. "Being a corridor state, we have both intra- and inter-state truckers. We need to capture both audiences in a mobile/remote program."

Among the benefits of the new equipment is that it's highly portable and it compensates for uncontrollable factors such as weather conditions.

"Although the program was piloted before, this is probably going to be the final phase before we get ready to make recommendations for an implementation plan," Santaniello said.

"The difference this time," he pointed out, "is the technology is better suited to our needs, and, of course, that we'd be the first in the nation to use it."

Since the emissions pilot started last fall, MVS has randomly tested 813 vehicles, using three tests: snap acceleration, rolling acceleration, and stalling acceleration.

The snap acceleration test measures smoke coming from the truck when the accelerator is depressed. The rolling acceleration test places a meter on the truck's stack to measure the smoke after the driver has driven 50 yards. The stall acceleration, used only on vehicles with automatic transmissions, measures particulates when the truck is put in first gear and then stalled.

The Department of Environmental Protection and Energy (DEPE) described the hazards of particulate emissions in a report last year, and concluded that the emissions were highly carcinogenic and created a health concern. Black smoke from trucks also drew a large number of complaints from the public.

MVS began looking for solutions to the truck emission problem, recognizing that the development of a mobile program was needed to efficiently limit particulates.

"We are hopeful that this newest initiative by MVS will go a long way in cleaning up the air and reducing unhealthy conditions on our roadways," he said.

Join the fun at the 1992 MVS Holiday Party

December 11, 6 p.m.-midnight at Roman Hall, be there!

Mark your calendars! Motor Vehicle Service Holiday Party will be held December 11 from 6 p.m. until midnight at Roman Hall, 100 Whittaker Avenue in Trenton.

The evening of fun will begin at 6 p.m. with cocktail hour featuring a cash bar.

The dinner at 7 o'clock will be a choice of stuffed flounder, stuffed capon or veal parmigiana. The appetizer will be fruit cup, followed by salad, and red and white fettuccine. Served with the meal will be potato and vegetable, bread and butter, coffee, tea and unlimited soda, beer, red wine and white wine. There will be an ice cream dessert. DJ Jerry Sacchetti will provide entertainment.

Tickets are on sale now at a cost of $25 per person, and must be purchased by December 4. Early reservations are advised.

The tickets are available from Kim Benson in the Trenton Regional Service Center (292-5538); Ed Besko of Employee Services (292-6161); Rose Day of Personnel Management (633-3622); Sue Fell of Field Operations (588-3708); Mary Kline of the Director's Office (292-4570); Eileen Majewski of the Chief of Staff/Legislative Liaison Office (292-6923); Maureen Sczpanski of the Press Office (777-3274) or Rose Ver of Information and Systems Management (292-8904).

Come one, come all!

MAILBAG

Honesty . . .

I went to get my car inspected this morning at the Lodi center prior to leaving the country for a month. Unknowingly, I dropped a packet of travelers checks in the amount $800. When I returned home I had a fax on my line saying the travelers checks had been lost by me and found by one of the inspectors. I would like to commend Diane Cangelosi for her honesty in reporting the checks, Ronald Cannici for his immediate notification to me, and supervisor Tony Ciarlo for running such a thoughtful organization. If there is any way you could pat them on the shoulder for me, I'd appreciate it very much!

Barbara Summers
Teaneck

Outstanding . . .

I am writing this letter to advise you of the outstanding job that Joseph Bruno of the Division of Motor Vehicles has done on various matters in which I have had dealings with him. I have issued a number of subpoenas to the division, many of which Mr. Bruno has responded to. I have also dealt with Mr. Bruno in my position of municipal prosecutor for the Township of Caldwell.

I have always found Mr. Bruno to be extremely competent and helpful. He is a credit to your division and to the State of New Jersey.

Richard F. Denes
Fairfield

Professionalism . . .

I wish to commend Allan Bednar, on the professional manner in which he conducted my daughter's driving test on August 27. His courteous and caring manner put my daughter at ease, which you know, is so important.

The state should be please to have a worker like Mr. Bednar in their employ. Thank you.

Ellen Korn
East Brunswick

Pleasure . . .

Because it has become so very easy to complain and criticize state agencies, I felt I had to write you regarding a very pleasant experience I had recently at your Vineland, New Jersey motor vehicle office.

I had the opportunity to meet Eve Michaud and Darlene D'Agostino who are employed at the Vineland agency. These two women handled my paperwork with expertise and professionalism plus a big smile.

What a pleasure! You have two terrific women there who represent New Jersey in the best way. They surely deserve a pat on the back.

James Healey
Hasbrook Heights

*Retiree Honored -- **Sylvia C. Malloy**, support services representative 2 in Driver Fitness and Control, receives certificates from Director Skip Lee honoring her on her retirement April 1 after 12 years and 10 months with the division. She worked in the Trenton Regional Service Center.*

TALE LITE

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

TALE LITE Staff: Letitia Cackowsky, Toni Haney, Edyth Hetman, Debbi Hutton, George Robinson, Maureen Sczpanski and Katherine Ziolkowski. Printed at the Motor Vehicle Services Print Shop.

Employees are invited to share their stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 9th floor, West Wing, 225 E. State St.